

MARYLAND HIGHER EDUCATION COMMISSION
ACADEMIC PROGRAM PROPOSAL

PROPOSAL FOR:

- NEW INSTRUCTIONAL PROGRAM
 SUBSTANTIAL EXPANSION/MAJOR MODIFICATION
 COOPERATIVE DEGREE PROGRAM
 WITHIN EXISTING RESOURCES or REQUIRING NEW RESOURCES

(For each proposed program, attach a separate cover page. For example, two cover pages would accompany a proposal for a degree program and a certificate program.)

Allegany College of Maryland
Institution Submitting Proposal

Fall, 2017 August 21, 2017
Projected Implementation Date

AAS
Award to be Offered

Medical Administrative Assistant Program
Title of Proposed Program

Suggested HEGIS Code

51.0710
Suggested CIP Code

Medical Administrative Assistant Program
Department of Proposed Program

Lisa Rocks, MED, RRT, CCMA
Name of Department Head

William R. Rocks, Ed.D
Contact Name

brocks@allegany.edu
Contact E-Mail Address

301-784-5567
Contact Phone Number

Cynthia S. Barbara 11/25/17
Signature and Date

President/Chief Executive Approval

Date

Date Endorsed/Approved by Governing Board

A. CENTRALITY TO INSTITUTIONAL MISSION STATEMENT AND PLANNING PRIORITIES:

The creation of the Medical Administrative Assistant Program at Allegany College of Maryland, in essence, is the current Administrative Medical Assistant Option of the Office Technologies Program. The Office Technologies program currently has multiple options. Due to COMAR 13B.02.03.02 (2016) requiring that the areas of concentration within Office Technologies share at least 12 common hours of courses the Legal option is moving to a standalone associate degree program and the Administrative Assistant option has been suspended. This leaves the Administrative Medical Assistant option and the Medical Coding and Billing certificate.

MHEC has determined that because of the changes stated above, the Medical Administrative Assistant program is deemed a new program. Therefore, while this is a request to creation a new Program, it is more specifically requesting re-titling of the currently offered Administrative Medical Assistant Program Option that has long been in existence. Additionally, no new courses will be added but we are consolidating and aligning the new curriculum with the Medical Assistant program to fill the current classes and allow students the ability to move to the Medical Administrative Assistant program without losing credits or taking additional classes.

The Medical Administrative Assistant Program is designed to provide students with the technology and administrative skills necessary to pursue careers in current and emerging positions in the medical field. The program develops technical and administrative competencies essential for performing administrative support and managing the day-to-day operations of various medical office environments. Course work emphasis is on administrative practices including document preparation, appointment scheduling, medical coding, billing and insurance verification, and electronic health records. Communication and patient relationship techniques are stressed. Classroom skills and knowledge are refined through practicum experience at a college-approved medical facility. Upon completion of this plan of study, students will be qualified for medical administrative assistant positions in ambulatory and acute care settings.

The Medical Administrative Assistant program is designed to be completed in four college semesters.

Our mission states, "Allegany College of Maryland is a lifelong learning community dedicated to excellence in education and responsive to the changing needs of the communities we serve.

Our focus is the preparation of individuals in mind, body, and spirit for lives of fulfillment, leadership, and service in a diverse and global society. We are committed to engaging students in rich and challenging learning opportunities within a small college atmosphere that is known for its personal touch." This mission statement captures the intent of this proposal – that the College is responsive to the changing needs of the community we serve. This revision of the Office Technologies curriculum to the Medical Administrative Assistant curriculum incorporates the changes in healthcare, the addition of mind-body skills, and providing hands on experience for our students to provide rich learning opportunities.

The Medical Administrative Assistant curriculum will meet the need in the region and provide accessible and cost-effective career training, provide a venue that encourages life-long learning for members of the community, and enhance the College's profile by expanding quality programs. It meets the following strategic goals of the College:

Institutional Priority One - Student Success and Access

Allegany College of Maryland develops and delivers quality academic offerings, services and activities that are accessible, affordable and flexible to help students achieve their goals.

Strategic Goals 2015-2020 (revised September, 2016)

1. Increase Enrollment
2. Foster a learner-centered culture throughout the College
3. Enhance quality instruction, academic support and student services for all delivery methods

The new Medical Administrative Assistant Program will continue to meet this priority because the program embodies preparing individuals for a fulfilling career in the medical field working as a medical administrative assistant. This program will provide students with rich and challenging learning centered opportunities to prepare them for their career. Once our students have attained their career, they will be involved in a lifelong learning community as they strive to keep up with the ever changing medical world.

Institutional Priority Three – Community

Allegany College of Maryland leads and collaborates with business, educational, non-profit and governmental agencies to enhance student opportunities and contribute to workforce development for the region and the global economy.

Strategic Goals 2015-2020 (revised September, 2016)

1. Expand educational, governmental and community partnerships that strengthen educational solutions for local economic and social issues.
2. Support service and civic engagement of students, faculty and staff.
3. Collaborate with ACM affiliated foundations to enhance community relations, institutional advancement, and student access.

The new Medical Administrative Program will continue to meet this priority by partnering with the medical offices as practicum site for the students. Students will complete a 150-hour practicum in a medical office. Additionally, the office staff and managers are part of our Program Advisory Committees that help design and revise the curriculum to meet the needs of our local medical community.

B. ADEQUACY OF CURRICULUM DESIGN AND DELIVERY TO RELATED LEARNING OUTCOMES CONSISTENT WITH REGULATION .10 OF THIS CHAPTER:

The Medical Administrative Assistant Program is designed to provide students with the technology and administrative skills necessary to pursue careers in current and emerging positions in the medical field. The program develops technical and administrative competencies essential for performing administrative support and managing the day-to-day operations of various medical office environments. Course work emphasis is on administrative practices including document preparation, appointment scheduling, medical coding, billing and insurance verification, and electronic health records. Communication and patient relationship techniques are stressed. Classroom skills and knowledge are refined through practicum experience at a college-approved medical facility. Upon completion of this plan of study, students will be qualified for medical administrative assistant positions in ambulatory and acute care settings.

Graduates of the Medical Administrative Assistant program will have the knowledge and competencies required to take the National Health Career Association's Certified Medical Administrative Assistant (CMAA) certification examination. To prepare students to be successful for this exam, they will be given the HESI exam for medical office administration that has practice tests with remediation available prior to taking the exam. The HESI will be given prior to graduation to assure that the students have the knowledge and skills needed for the workforce. The CMAA exam must be taken at an approved testing site and Allegany College of Maryland is an approved site for this exam.

Successful completion of this program qualifies a student to apply for an Associate of Applied Science degree in Medical Administrative Assistant.

Coursework requirements, standards, indicators and learning outcomes within specific courses have been developed to align with the standards established by professional organizations such as the National Health Career Association (NHA) and the American Medical Technologists (AMT) who offer certification examinations for medical administrative assistants and with the assistance of the Program Advisory Committee. This committee consists of area professionals supervising medical administrative assistants in the tristate area we serve.

The program model is as follows:

<u>FIRST SEMESTER</u>	<u>Credit Hours</u>
English 101 (Freshman English I)*	3
Computer Technology 101 (Computer Literacy)*	3
Medical Administrative Assistant 110 (Medical Terminology)	3
Mathematics Elective*	3
Medical Administrative Assistant 111 or 112 (Beginning Keyboarding or Document Processing)	3
	Total: 15
<u>SECOND SEMESTER</u>	
Medical Assistant 101 (Introduction to Medical Assisting)	3
Computer Technology 221 (Office Applications I)	3
Medical Administrative Assistant 133 (Basic Disease Coding)	3
Medical Administrative Assistant 135 (Basic Procedural Coding)	3
Medical Administrative Assistant 132 (Elements of Human Disease)	3
	Total: 15
<u>THIRD SEMESTER</u>	
Medical Assistant 209 (Administrative Medical Assistant)	3
Medical Assistant 102 (Introduction to Health Records)	3
Medical Administrative Assistant 232 (Intermediate Medical Coding)	3
Medical Administrative Assistant 236 (Medical Coding Applications)	3
Integrative Health 101 (Mind Body Skills for Health and Healing)	1
Physical Education 153 (CPR and First Aid)	2
	Total: 15
<u>FOURTH SEMESTER</u>	
Biological Science Elective *	3
Speech 101 (Speech Communication I)*	3
Medical Administrative Assistant 214 (Medical Administrative Assistant Practicum)	3

Medical Administrative Assistant 213 Principles of Medical Insurance) 3
 Psychology 101 (General Psychology)* 3

Total: 15

Total Credit Hours: 60

**Denotes courses that fulfill the general education requirements as specified in COMAR 13B.06.01.03*

General education requirements for the AAS degree will be met through courses that fulfill each category of general education. The courses are identified above and more defined here.

General Education Requirements: 19 credits

Title	Course(s)	Credits
Arts and Humanities	Speech 101	3
Social and Behavioral Sciences	Psychology 101	3
Biological and Physical Sciences	Biology Elective	3
Mathematics	Mathematics Elective	3
English Composition	English 101	3
Interdisciplinary and Emerging Issues	Integrative Health 101	1
	Computer Technology 101	3

MEDICAL ADMINISTRATIVE ASSISTANT (MDAA) Course Descriptions

MDAA 110 Medical Terminology 3 credit hours

Offered fall and spring semesters. Three hours lecture a week.

This course provides students with the knowledge of medical language needed to communicate with members of the healthcare team. Emphasis is placed on word analysis of anatomic structures, diseases and surgical procedures.

In order to graduate with a Medical Administrative Assistant or Medical Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course

MDAA 111 Beginning keyboarding 3 credit hours

(PARALEGAL 111)

Offered fall and spring semesters. Offered as demand warrants in summer session. Three hours lecture, demonstrations, and applications a week.

This course is designed for the beginner who has little or no keyboarding experience. Emphasis is placed on learning the keyboarding using the touch system and applying these skills to the production of written communications.

In order to graduate with a Medical Administrative Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

MDAA 112 Document Processing 3 credit hours

(PARALEGAL 112)

Offered fall and spring semesters. Offered as demand warrants in summer session. Three hours lecture, demonstrations, and applications a week.

This course is designed for the student to develop formatting skills in Microsoft Word to quickly and accurately accomplish realistic document processing tasks. Emphasis is placed on planning, keyboarding, and proofreading.

In order to graduate with a Medical Administrative Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

Prerequisite: Medical Administrative Assistant 111 or consent of instructor.

MDAA 132 Elements of Human Disease 3 credit hours

Offered fall and spring semesters. Three hours of lecture a week.

Students will study disease pathology and appropriate terminology and pharmacology. Emphasis will be on diseases that affect various organ systems and those that affect the whole body. The focus will be on definitions, signs and symptoms and appropriate drug therapy with emphasis on understanding medical terminology in the context of medical reports and coding.

In order to graduate with a Medical Administrative Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

Prerequisite: Medical Administrative Assistant 110.

MDAA 133 Basic Disease Coding 3 credit hours

Offered fall and spring semesters as demand warrants. Three hours lecture a week.

Students will study the basic coding guidelines and principles of disease coding. They will also understand the impact of correct coding on physician reimbursement. Ethical coding standards will be taught as students learn to code from clinical documentation. Students will also be introduced to encoding software.

In order to graduate with a Medical Administrative Assistant or Medical Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

Corequisite or Prerequisite: Medical Administrative Assistant 110 and Reading 93.

MDAA 135 Basic Procedural Coding 3 credit hours

Offered fall and spring semesters as demand warrants. Three lecture hours a week.

Students will study the basic coding guidelines and principles of both CPT and HCPCS Level II coding systems. They will learn the impact of correct coding on physician reimbursement. Students will learn to assign CPT and HCPCS Level II codes along with modifiers to accurately report the procedures and services that were provided. Ethical coding standards will be taught as students learn to code from clinical documentation. Students will also be introduced to encoding software.

In order to graduate with a Medical Administrative Assistant or Medical Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

Corequisite or Prerequisite: Medical Administrative Assistant 110 and Reading 93

MDAA 213 Principles of Medical Insurance 3 credit hours

A study of managed healthcare and major medical insurance programs is the emphasis of this course. Topics discussed include insurance terminology, electronic and manual completion and processing of insurance claims, medicolegal issues and billing and collection procedures. Medical terminology and diagnostic and procedural coding will be reviewed.

In order to graduate with a Medical Administrative Assistant or Medical Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

Prerequisite: Medical Administrative Assistant 133 and 135.

MDAA 214 Medical Administrative Assistant Practicum 3 credit hours

This course is designed to provide skills in job readiness including searching for jobs, preparing a resume and cover letter, Interview techniques, and lifelong learning. In addition, students spend a minimum of ten hours each week in a hospital or other medical office receiving practical instruction and related experience in many phases of medical administrative work. Students will be assigned to offices where experience will be gained under professional supervision.

In order to graduate with a Medical Administrative Assistant degree or certificate students enrolled in this program must achieve a grade of "C" or better in this course.

Prerequisite: Medical Assistant 209.

MDAA 232 Intermediate Medical Coding 3 credit hours

This course is designed to enhance diagnostic and procedural coding skills. Emphasis will be placed on assigning procedural and diagnostic codes to physician office and ambulatory care

records. Students will learn to assign procedural and diagnostic codes with the use of encoding software.

In order to graduate with a Medical Administrative Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

Prerequisite: Medical Administrative Assistant 133 and 135.

Corequisite or Prerequisite: Medical Administrative Assistant 132.

MDAA 236 Medical Coding Applications 3 credit hours

This course will provide students with a simulated professional practice experience in medical coding. Students will assign diagnostic and procedural codes to sample records from a variety of healthcare settings. Students will also become familiar with diagnostic and procedural-based payment systems and emerging technology in the medical coding profession.

In order to graduate with an Office Technologies degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

Prerequisite: Medical Administrative Assistant 232 or concurrent enrollment.

MDAA 299 Medical Administrative Assistant Special Topics 1-3 credit hours

Offered as demand warrants.

This course is organized on an individual basis for the student who wishes to pursue advanced study in the medical administrative assistant skills. The student will be supervised by an instructor and required to attain a pre-determined competency level. Approval by the Medical Administrative Assistant Program Director to pursue independent Study is required. This course may be repeated for credit up to a maximum of 6 credits, based upon approval of the Medical Administrative Assistant Program Director.

In order to graduate with a Medical Administrative Assistant degree or certificate, students enrolled in this program must achieve a grade of "C" or better in this course.

MEDICAL ASSISTANT (MDAS) Course Descriptions

MDAS 101 Introduction to Medical Assistant 3 credit hours

This course is designed to provide information on the responsibilities of the medical assistant. Topics to be discussed are the Medical Assistant profession, credentialing, certification examination, legal and ethical issues in medical assisting, delivery of healthcare, specialties in healthcare, diversity in healthcare and the workplace, communication skills, professionalism, confidentiality, medication orders, drug sources, schedules and dosages, forms of drugs and actions, wellness and health records.

In order to graduate with a Medical Administrative Assistant or Medical Assistant degree, students enrolled in this program must achieve a grade of "C" or better in this course.

MDAS 102 Introduction to Health Records 3 credit hours

This course introduces the history, theory, and functional benefits of health records used by the industry. Students will learn the content and format of the basic health record, various healthcare delivery systems, and data quality control. Storage of health information, confidentiality, release of information, indices, and registers are also studied. Legal and ethical issues relating to confidentiality and release of information are emphasized.

In order to graduate with a Medical Administrative Assistant or Medical Assistant degree, students enrolled in this program must achieve a grade of "C" or better in this course.

MDAS 209 Administrative Medical Assistant 3 credit hours

This course will introduce students to administrative medical assisting skills that are required in the medical office. Topics include scheduling, telephone skills, patient reception, written communications, accounting, billing, banking and payroll. Students will learn to perform administrative medical assisting skills within the framework of the American Association of Medical Assistants Code of Ethics.

In order to graduate with a Medical Administrative Assistant or Medical Assistant degree, students enrolled in this program must achieve a grade of "C" or better in this course.

Prerequisite: Permission of Instructor.

Program Outcomes

1. Engage in effective written, verbal and nonverbal communication with patients and their families, co-workers, other health care providers, and the public.
2. Demonstrate technical, Information literacy, and problem-solving skills in the performance of medical administrative assisting.
3. Perform medical office skills and responsibilities while practicing professional and ethical values.
4. Practice medical administrative assisting with sensitivity and recognition of cultural and socioeconomic differences.
5. Understand the importance of life-long learning in the medical administrative assisting field.

C. CRITICAL AND COMPELLING REGIONAL OR STATEWIDE NEED AS IDENTIFIED IN THE STATE PLAN:

As stated above, this program is currently being offered as the Office Technologies Administrative Medical Assistant and meets a need for the employers in the tristate area. The new program will continue to produce a competent workforce for to meet the employer needs.

The program supports the goals as outlined in the State Plan. The Medical Administrative Assistant curriculum is designed to provide students with a *quality* education with ease of *access and affordability*. The curriculum is designed to promote academic excellence in the area of communication skills so that graduates will have the ability to communicate creatively and clearly. Academic *effectiveness* will be measured by assessing student achievement of learning outcomes, completion, and employment rates. Two of the goals of Allegany College of Maryland are to provide convenient geographical access to post-secondary education to people within the service region of the college and to provide financial access to a college education by assuring *affordable* tuition rates, comprehensive financial assistance, and college scholarship opportunities. The curriculum is structured to provide increasingly complex competencies in medical administrative assistant skills as the student progresses. The *student-centered* learning is based on regular assessment during a course and end of course assessment as a foundation for determining student level of achievement. Therefore, this proposal is in alignment with the goals identified in the Maryland State Plan for Postsecondary Education.

D. QUANTIFIABLE AND RELIABLE EVIDENCE AND DOCUMENTATION OF MARKET SUPPLY AND DEMAND IN THE REGION AND SERVICE AREA:

In researching the United States Department of Labor Bureau of Labor Statistics site, there were two areas that best represented the Medical Administrative Assistant job description. The two areas are receptionist in which the job outlook for 2014 – 2024 is 10% and Medical Assistants (they would be administrative only) and the job outlook for 2014 – 2024 is 23%. Both of these areas show a faster than the average growth rate for these occupations. As a result of the implementation of electronic health records and an increase in ambulatory care due to health care changes, there has been increasing demand for Medical Administrative Assistants, which has created a demand for these professionals.

The Maryland Department of Labor, Licensing, and Regulation Division of Workforce Development and Adult Learning site provides similar statistics seeing a change from 2015 – 2017 of 3% increase in receptionist and a 5% increase in medical assistants.

Because of our geographic location and our Pennsylvania campuses, we also look at the opportunities in West Virginia and Pennsylvania. According to Workforce West Virginia, medical assistant, medical secretaries, and billing and coding specialists are in the Demand Occupations for 2012 – 2022. In Pennsylvania, the Department of Labor and Industry identified physician offices as one of the top 25 growing industries and office and administrative support positions are projected to have 26,150 new positions through 2022.

As this program is a revision of the Office Technologies Administrative Medical Assistant program, our PAC committee and area offices continue to support the program through being practicum sites for our students and hiring our students once they graduate. The letters of support from physician offices and health care facilities show that local offices and agencies support the need for this program.

E. REASONABLENESS OF PROGRAM DUPLICATION, IF ANY:

No other Medical Administrative Assistant program exists in Western Maryland at any public institution so there would not be program duplication. The closest program similar to ours at a community college is 2 hours east of Cumberland in the Baltimore area.

This program is currently offered at Allegany College of Maryland and is widely accepted by the healthcare community. While the revision does require the college to send this in as a new program, it will continue to provide graduates that meet the needs of our local employers to work as medical administrative assistants.

F. RELEVANCE TO THE HISTORICALLY BLACK INSTITUTIONS (HBIS):

None of the historically black institutions in the state of Maryland are located in Western Maryland and this program would therefore not be in competition with similar programs at those institutions.

G. IF PROPOSING A DISTANCE EDUCATION PROGRAM, PLEASE PROVIDE EVIDENCE OF THE PRINCIPLES OF GOOD PRACTICE (AS OUTLINED IN COMAR 13B.02.03.22C):

This is not intended to be a distance education program as defined in this regulation. We do plan to utilize some online classes to allow for the program to be offered at our Cumberland campus as well as our two Pennsylvania campuses. We will be working with our Instructional Technology and Multimedia Services to assure that faculty teaching online classes are trained and that the classes meet the standards required for accreditation.

H. ADEQUACY OF FACULTY RESOURCES:

Since the program does not require any new courses, the current full-time and adjunct faculty are adequate to meet the needs of the program. All of the general education courses currently exists and will be taught by existing full-time and adjunct faculty with teaching credentials at the minimum of a master's degree in their field and excellent teaching skills. The current full-time and adjunct faculty are also properly credentialed and have excellent teaching skills.

Name	Title	Academic Rank	Status		Courses
Lisa Rocks, M.Ed, RRT, CCMA	Program Director	Professor	Full time	MDAA 110 MDAS 101 MDAA 214	Medical Terminology Introduction to Medical Assisting Medical Administrative Assistant Practicum
Cynthia Zumbrun, M.Ed, RHIT, CCS-P	Practicum Coordinator	Assistant Professor	Full time	MDAA 132 MDAS 209 MDAA 232	Elements of Human Disease Administrative Medical Assistant Intermediate Medical Coding Medical Coding

				MDAA 236 MDAA 213	Applications Principles of Medical Insurance
Thea Hosselrode, M.Ed	Faculty	Associate Professor	Full time*	MDAA 111 MDAA 112	Beginning Keyboarding Document Processing
OPEN POSITION (retirement, posting position)	Faculty			MDAS 102 MDAA 135 MDAA 110 MDAA 132	Introduction to Health Records Basic Procedural Coding Medical Terminology Elements of Human Disease
Grant Irvin, MBA, CCS-P	Faculty		Adjunct	MDAA 135 MDAA 110	Basic Procedural Coding Medical Terminology
Carol McCoy, CCS-P	Faculty		Adjunct	MDAA 133	Basic Disease Coding
Peggy Hughes, M.Ed	Faculty		Adjunct	MDAA 110	Medical Terminology
Frances Leibfried, BSN, M.Ed	Faculty		Adjunct	MDAA 110	Medical Terminology
Patricia Crawford, BS	Faculty		Adjunct	MDAA	Medical Terminology

*position split with Paralegal and Business.

I. ADEQUACY OF LIBRARY RESOURCES:

The implementation of this program does not require any new courses and the current library holdings are appropriate to meet the needs of the program and are consistent with COMAR 13B.02.02.18. The resources include on-site collections as well as computerized access to holding in other libraries.

J. ADEQUACY OF PHYSICAL FACILITIES, INFRASTRUCTURE, AND INSTRUCTIONAL EQUIPMENT:

As mentioned previously, this program does not require the addition of any new courses so the current facilities, infrastructure and instructional equipment are appropriate for the program.

K. ADEQUACY OF FINANCIAL RESOURCES WITH DOCUMENTATION CONSISTENT WITH REGULATION .14 OF THIS CHAPTER:

As previously noted, this program does not require the addition of any new courses. Additional faculty (except possibly adjunct), equipment or other institution resource allocations will not be needed. We anticipate the same or increase in student enrollment per year in the proposed Medical Administrative Assistant program. Additional enrollment in existing career and transfer courses will make these courses more cost efficient. If additional resources are needed at a later date due to increased enrollment, the President assures that those resources will be made available.

TABLE 1: RESOURCES

Resources Categories	Year 1	Year 2	Year 3	Year 4	Year 5
1. Reallocated Funds[1]	0	0	0	0	0
2. Tuition/Fee Revenue[2] (c+g below)	197,900	299,136	366,160	424,040	472,090
a. #F.T Students	20	32	40	46	50
b. Annual Tuition/Fee Rate	5,503	5,613	5,725	5,840	5,957
c. Annual Full Time Revenue (a x b)	110,060	179,616	229,000	268,640	297,850
d. # Part Time Students	30	40	45	50	55
e. Credit Hour Rate	244	249	254	259	264
f. Annual Credit Hours	360	480	540	600	660
g. Total Part Time Revenue (d x e x f)	87,840	119,520	137,160	155,400	174,240
3. Grants, Contracts, & Other External Sources[3]	0	0	0	0	0
4. Other Sources	0	0	0	0	0
TOTAL (Add 1 – 4)	197,900	299,136	366,160	424,040	472,090

[1] Whenever reallocated funds are included among the resources available to new programs, the following information must be provided in a footnote—origin(s) of reallocated funds, impact of the reallocation on the existing academic program(s), and manner in which the reallocation is consistent with the institution’s strategic plan.

[2] This figure should be a realistic percentage of tuition and fees which will be used to support the new program. Factors such as indirect costs linked to new students and the impact of enrolling continuing students in the new program should be considered when determining the percentage

[3] Whenever external funds are included among the resources, the following information must be provided in a footnote.

--source of the funding and alternative methods of funding the program after the cessation of external funding.

Assumptions: 12 credit hours (only 6 cr hrs MDAA) for FT & 6 credit hours (6 cr hrs MDAA) PT per semester; 2 semesters per year; 2% annual increase			
tuition fee rate;			
FT	PT		
24	1	Credit hours	
4,896	204	Tuition (using average tuition rate)	
70	6.00	Registration Fees	
240	10	Student & Technology Fees	
273	23	Average Course fee (4 per year both FT & PT)	
5,503	244	Estimated Revenue per student per year	
0.02	0.02	Annual rate increase	
FY17 Tuition Rates			
117	In County		
225	Out of County		
270	Out of State		
204	Average tuition rate		
Mandatory Fees			
35	Registration		
5	Student fee per credit hour		
5	Techonolgy fee per credit hour		
Course Fees			
-	110	Medical Terminology (was OFTE 110)	
45	111	Beg Keyboarding (was OFTE 101)	
45	112	Document Processing (was OFTE 102)	
45	132	Elements of Human Disease (was OFTE132)	
85	133	Basic Disease Coding (was OFTE 133)	
85	135	Basic Procedural Coding (was OFTE 135)	
85	213	Principles of Medical Insurance (was OFTE 213)	
166	214	Medical Admin Assist Practicum (\$85 course fee, \$16 learning harbor, and \$65 background check)	
85	232	Intermediate Medical Coding (was OFTE 232)	
85	236	Medical Coding Applications (was OFTE 236)	
25	299	Ind Study Medical Admin Assistant	
68		Average course fee rate	

NOTE: As previously stated this proposal involves no new faculty, staff, equipment library holdings, or facilities. Even though we feel that we will generate new enrollment, existing resources will take care of their needs. This program will help make existing courses more cost effective.

TABLE 2: EXPENDITURES

Expenditure Categories	Year 1	Year 2	Year 3	Year 4	Year 5
1. Faculty (b + c below)	135,426	138,135	140,897	143,715	146,589
a. # FTE	3.00	3.00	3.00	3.00	3.00
b. Total Salary	119,678	122,072	124,513	127,003	129,543
c. Total Benefits	15,748	16,063	16,384	16,712	17,046
2. Admin. Staff (b+c below)	16,671	17,004	17,344	17,690	18,044
a. # FTE	0.40	0.40	0.40	0.40	0.40
b. Total Salary	14,008	14,288	14,574	14,865	15,162
c. Total Benefits	2,663	2,716	2,770	2,825	2,882
3. Support Staff (b+c below)	18,873	19,250	19,635	20,028	20,428
a. # FTE	0.33	0.33	0.33	0.33	0.33
b. Total Salary	13,061	13,322	13,588	13,860	14,137
c. Total Benefits	5,812	5,928	6,047	6,168	6,291
4. Equipment	0	0	0	0	0
5. Library	0	0	0	0	0
6. New or Renovated Space	0	0	0	0	0
7. Other Expenses	4,414	4,502	4,592	4,684	4,778
8. TOTAL (Add 1 – 7)	175,384	178,891	182,468	186,117	189,839

Assumptions: Annually (30 cr hr load) Director faculty 20%/20% (6 cr hrs admin 6 teaching);								
Coord faculty 20%/40% (6 cr hrs admin 12 teaching); FT partial faculty on 20% (fall & spring 6 cr								
hrs - 1.5 111 & 1.5 112); FT faculty 80% (24 cr hrs)								
FTE 40% (12/30) - 12 crs Hrs Overload estimated rate \$755 and 100% (30/30) - 30 cr hrs								
Adjunct rate \$755; Staff 33% Administrative Assistant.								
No increase to faculty or staff for the 1st 5 years.								
0.02 Adjust personel annual increas by 2% annually & other expenses								
Faculty		0.0181			Fica & WC			
%	Pay	Ben.	Total		CR HR	Pay	Ben.	Total
0.20	14,008	2,663	16,671	FT Director teach (part of contract)	6	70,041	13,317	83,358
0.20	10,826	1,054	11,880	FT TH Teach faculty (FT contract)	6	54,129	5,272	59,401
0.40	24,868	2,270	27,138	FT CZ CoordTeach faculty (FT contract)	12	62,171	5,676	67,847
0.80	38,266	9,187	47,453	FT Open Teach faculty (FT contract)	24	47,832	11,484	59,316
0.40	9,060	164	9,224	Overload faculty	12	755		
1.00	22,650	410	23,060	Adjunct faculty	30	755		
3.00	119,678	15,748	135,426	Totals				
Admin Staff (Coordinator/Director Release								
0.20	14,008	2,663	16,671	FT Director release	6	70,041	13,317	83,358
0.20	12,434	1,135	13,569	FT Coordinator release	6	62,171	5,676	67,847
0.40	26,442	3,798	30,240	Totals				
Admin Staff (Coordinator/Director Release								
0.33	13,061	5,812	18,873	FT Admin Assistant		39,579	17,613	57,192
Other expenses								
300	CS - Fire Extinguisher Training							
190	D/M/S - AHIMA							
300	D/M/S - AHA Coding Clinic							
199	D/M/S - CPT Assistant							
3,425	S/M - Various supplies per FY18 budget request							
4,414	Total Other expenses							

L. ADEQUACY OF PROVISIONS FOR EVALUATION OF PROGRAM CONSISTENT WITH REGULATION .15:

The program will be evaluated using student success/completion rates, student feedback, instructor feedback, and employer feedback during practicum placements. In addition to these evaluations, the program will go through the college's Program Review Process every 4 years. Program Review provides an opportunity to review, analyze, and assess the content, direction, and quality of our programs with respect to student learning outcomes (SLOs) and the student

experience at Allegany College of Maryland. Through the collection of evidence, data, and collegial dialogue, programs communicate their stories to the college community. Through peer and administrative feedback, Program Review fosters academic excellence, helps programs determine how to raise the quality of its offerings, and provides guidance for faculty and administrative decisions in support of continual improvement. It serves to improve decision-making for overall strategic planning for personnel, budget decisions and other resource allocations.

The coursework requirements, standards, indicators and learning outcomes within specific courses have been developed to align with the standards established by educational organizations such as the National Healthcareer Association. This type of program assessment is consistent with the college mission and congruent with other programs.

M. CONSISTENCY WITH THE STATE'S MINORITY STUDENT ACHIEVEMENT GOALS:

This program will be promoted in a similar fashion as other programs at ACM and the college does not discriminate against students or prospective students for reasons of race, sex, color, religion, national or ethnic origin, age, veteran's status, conditions of disability, or sexual orientation. This program will not have specialized admission criteria and will be open to anyone meeting admission requirements to the college.

N. RELATIONSHIP TO LOW PRODUCTIVITY PROGRAMS IDENTIFIED BY THE COMMISSION:

Not applicable

Supporting Documentation

- Medical Administrative Assistant AAS Proposal



January 18, 2017

Dr. James D. Fielder, Jr.
Secretary of Higher Education
Maryland Higher Education Commission
6 North Liberty Street
Baltimore, MD 21201

Dear Dr. Fielder,

I am writing in support of Allegany College of Maryland's application to offer a Medical Administrative Assistant Program for the Fall 2017 semester. Our family practice site has been a preceptor site for students in the existing program and I have found the students to be well prepared for the workplace. As an employer, this opportunity to evaluate the students has helped me be more confident in hiring decisions because I know the curriculum and what the students who have completed the program have been taught and the skills they have acquired. I have hired several students out of the existing program, some right after graduation and their externship and have found them to be very good employees.

In a rural area such as ours, this program has offered our practice the opportunity to recruit skilled, professional employees which has definitely been essential to our growth and success as a practice. Based on Allegany's past successes, I would support their application to offer this revised curriculum. I believe it provides a valuable educational opportunity for students who are seeking a career in healthcare. Additionally, from an employer perspective it provides our community with qualified applicants to fill the rising demand for this area.

Sincerely,

Debbie Rose
Practice Manager
Somerset Family Practice

ADDRESS	PHONE
329 South Pleasant Avenue Somerset, PA 15501-2088	(814) 445 3575 (814) 445 8039
229 South Kimberly Avenue Somerset, PA 15501-2088	(814) 445 3575 (814) 444 0333
426 West Main Street Berlin, PA 15530	(814) 267 4603 (814) 267 6467

FAX



Schwab Family Cancer Center

WESTERN MARYLAND HEALTH SYSTEM

January 18, 2017

Dr. James D. Fielder, Jr.
Secretary of Higher Education
Maryland Higher Education Commission
6 North Liberty Street
Baltimore, MD 21201

RE: Allegany College of Maryland's Application for the Creation of a Medical Administrative Assistant Program

Dear Dr. Fielder:

I am writing in support of the application of Allegany College of Maryland for the creation of a new Medical Administrative Assistant program.

The Schwab Family Cancer Center at the Western Maryland Regional Medical Center has welcomed Office Technology - Medical Option students for their internship for many years. Six current staff members were hired following their internship. This program has been a key to allowing us to fill positions with qualified individuals with an educational foundation that allows them to learn processes and practices quickly. We look forward to welcoming interns each year and providing them opportunities that will impact their professional choices.

This field of study would be a valuable resource to our community. I view this as an important opportunity to bolster the outstanding healthcare in our community by members of our community and I encourage your approval of Allegany College of Maryland's application for the Medical Administrative Assistant Program.

Very truly yours,

Ben Kosewski, MS, MBA
Executive Director, Cancer Services
Western Maryland Health System
Schwab Family Cancer Center
12500 Willowbrook Road
Cumberland, MD 21502
Office: 240-964-1434
Email: bkosewski@wmhs.com

Children's Medical Group, P.A.



January 19, 2017

500 Greene Street
Cumberland, Maryland 21502

♦
Phone (301) 724-7616
Fax (301) 724-4811

♦ ROBERT J. DAWSON, M.D., F.A.A.P.

♦ SUSAN M. NUBER, M.D., F.A.A.P.

♦ MICHAEL A. LEVITAS, M.D., F.A.A.P.

♦ B. ALLEN HAWORTH, D.O., F.A.A.P.

♦ DEBRA B. HURTT, M.D., F.A.A.P.

♦ RODNEY A. WILLIAMS, M.D., F.A.A.P.

♦ HEATHER M. LAZUSKY, M.D., F.A.A.P.

♦ RANDALL A. STROUP, P.A.-C.

♦ JACQUELYN E. BAUER, C.R.N.P.

♦ KANDY M. FINK, C.R.N.P.

♦ CARLA M.C. FRITZ, C.R.N.P.

Dr. James D. Fielder, Jr.
Secretary of Higher Education
Maryland Higher Education Commission
6 North Liberty Street
Baltimore, Maryland 21201

Dear Dr. Fielder,

I am writing in support of Allegany College of Maryland for the Medical Administrative Assistant Program. As a member of the program advisory committee, I feel this program is very important for our community. One of the larger areas of employment in our community is the need for medical support personnel. Students need local educational opportunities to further their employment options. The program at Allegany College of Maryland is the only one offered in Allegany and Garrett Counties.

We, at Children's Medical Group, provide internship opportunities for students in this program. This program offers learning and training opportunities for students to ready them to find professional employment. Employers of our community will also benefit from having trained individuals to hire. I know our office has seen the benefit of hiring graduates of Allegany College of Maryland.

In conclusion, I fully support this effort to continue such a valuable program in our community. This program not only gives students a chance to pursue their field of interest but also helps our local medical community by providing highly trained and educated employees.

Sincerely,

Cherie L. Wilson, RMT, MLT (ASCP)
Office Manager



Dr. Jeffrey A. Poland
Dr. Katelin P. Zaluski
Dr. Brian K. Manspeaker
Diagnostic and Therapeutic Optometry

Two Frederick Street Cumberland, Maryland 21502
T. (301) 777-7777 • (800) 858-4777 F. (301) 777-7798
LifetimeEyecareCenter.com

January 19, 2017

Dr. James D. Fielder, Jr.
Secretary of Higher Education
Maryland Higher Education Commission
6 North Liberty Street
Baltimore, MD 21201

Dear Dr. Fielder:

I am writing to enthusiastically support the new **Medical Administrative Assistant Program** at Allegany College of Maryland.

I am the manager and co-owner of Lifetime Eyecare, a busy optometric practice located in Cumberland, MD. Our practice has three optometrists seeing patients six days a week, and we employ 12-15 support staff at any given time. Our team members need to be expert multi-taskers: they take care of patients, use computers constantly, answer phones, and operate every kind of office equipment. We use a dedicated optometric practice management software, and also Microsoft Word, Excel, and Power Point and numerous internet-based medical applications.

When I started working for this practice as a college student in the late 1970s, it was commonplace for the doctors to hire high school graduates, often with no work experience. As the medical field has become more complex, I now find our most successful employees are young women and men who have a college background, especially with a medical concentration. We have been really successful in recent years partnering with Allegany College of Maryland, and we employ a number of their graduates. As I walk through my office today, there are 6 ACOM graduates on my team.

Allegany College of Maryland is doing an excellent job preparing their students to work in our real-world environment. Their graduates are great hires: easy to train, creative in their problem-solving, and ready to hit the ground running right out of school. I trust ACOM to stay current in the medical industry and to prepare their students with the latest standards. In fact, my ACOM staff members are my best resource about HIPAA rules and other policies and procedures in the medical world.

I will always lead the cheering section for my good friends at Allegany College of Maryland (especially the Office Technologies and Medical Assistant folks) because I would not want to run my business without their graduates.

Sincerely,

Lisa B. Poland
Office Manager

FOR A LIFETIME OF VISION HEALTH



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

JOHN G. CULLEN
CEO

DAVID MILLIS, M.D.
Clinical Director

LARRY HOGAN
Governor

BOYD RUTHERFORD
Lt. Governor

VAN MITCHELL
Secretary

THOMAS B. FINAN CENTER
10102 Country Club Rd.
P.O. Box 1722
Cumberland, Maryland 21501 - 1722
Phone 301-777-2405 • Toll Free 1-888-854-0035

January 23, 2017

Dr. James D. Fielder, Jr.
Secretary of Higher Education
Maryland Higher Education Commission
6 North Liberty Street
Baltimore, MD 21201

Re: Medical Assistant Program

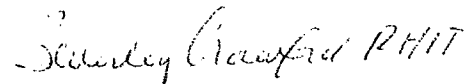
Dr. Fielder:

My name is Beverley Crawford. I am the Health Information Manager at the Thomas B. Finan Center. I have been a Health Records Director for 40 years. I have worked with students from the College since 1977. I have also hired many of these students.

I attended Allegany College of Maryland and graduated with an Associate of Arts in Secretarial Science, Medical Option in 1979. I later returned to the College and completed an Associate of Arts Degree in Computer Science. Eventually, I returned to college at Frostburg State University and completed my Bachelor's Degree in Computer Information Systems.

I wanted to express my gratitude and support for the new Medical Administrative Assistant Program that will begin at Allegany College in the fall of 2017. I believe that this program content has been needed for a long time, and I feel that the program will be valuable to the Western Maryland health care community, as it serves as a learning and training opportunity for professional employment.

Sincerely,


Beverley Crawford, RHIT

bc